

**Local Area Question on Youth Follow-up:**

1. Could you please send us any copies you have of any of the local workforce board policies regarding follow-up that OOWD believes are compliant and satisfactory?

OOWD Response #1: There is a follow-up process in the policy. However, it is impractical to require a case manager to reasonably conduct follow-up on a client that refuses to complete an individual service strategy, refuses to complete program goals or will not cooperate with the follow-up process.” Workforce Development Boards have the discretion to implement policy on these processes. The OOWD will review each area policy during monitoring and provide feedback as deemed needed.

Department of Labor Response: The Department recognizes the concerns that some youth may not be responsive to attempted contacts for follow-up, and other youth may be difficult to locate making it impossible to provide follow-up services for such individuals. Based on the comments received, the Department has added language to the regulatory text to § 681.580(c) clarifying that follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted.

**Local Area Question on WIOA Income Calculation Worksheet:**

2. Regarding the income calculation worksheet, could you please send me the instructions on how to use that form as soon as possible?

OOWD Response: We have provided the attached additional instructions on completing the WIOA Income Calculation Worksheet Part II. These are the additional instructions that will be added in the next policy revision as an addendum and posted on the Oklahoma Works website.